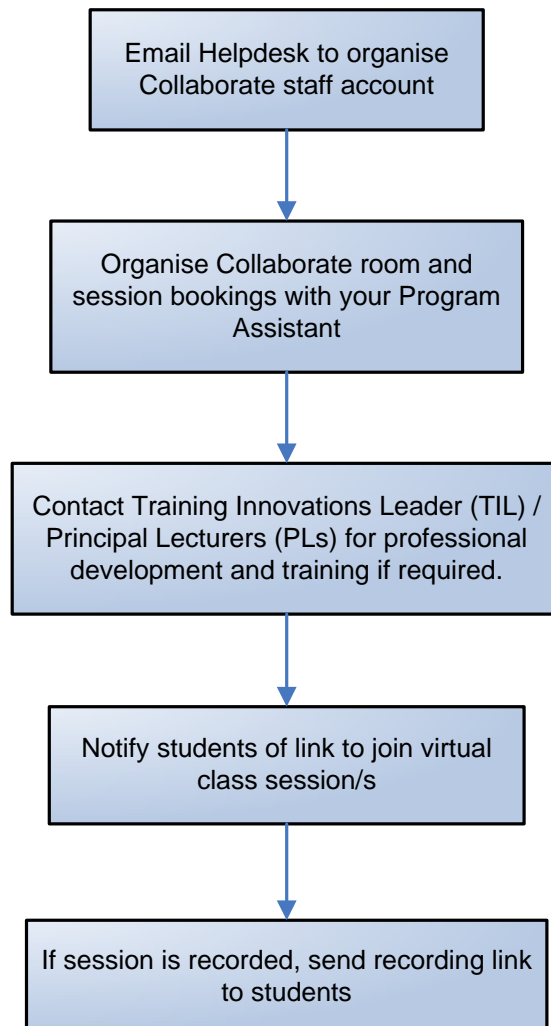


Using Blackboard Collaborate Web Conferencing



Trouble shooting (see page 2 for more details on key responsibilities)

- Contact Helpdesk for technical support
- Contact TIL/PL for delivery support

Blackboard Collaborate Web Conferencing Key Responsibilities

Durack Institute Information Systems (InformationSys@durack.edu.au)

- Responsible for technical contact
- Contact for the DTWD
- Administration of lecturers' accounts
- Broadcast of system updates and notifications
- Coordinate contact with external and internal clients
- Responsible for dealing with Helpdesk logs

Training Delivery Areas

- Responsible for the creation of classroom sessions (PAs or PCs)

Lecturers

- Responsible for notification of the link for the session by either email embedded in LMS, Google docs or similar
- Responsible for recording session and sending out recording link to students

Training Innovations Leader and Principal Lecturers

- Responsible for the provision of professional development and support using Blackboard Collaborate video conferencing as a facilitation tool